

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date	May 2, 2024
	To	All Network Providers
	From	Provider Experience
	Subject	Recoupment Time moving to 30 days
	Document number	Aetna-1773

Our partnership with you is important. That is why we are happy to tell you about some important changes we are implementing this quarter. **Effective June 2, 2024** ABH will update the recoupment policy for overpayments paid to providers.

The purpose of this notice is to outline date spans used to recover overpayments made to providers.

Overpayment means unearned compensation of any and all funds administered to providers.

Provider means a facility, hospital, doctor, or other health care professional that has been credentialed and contracts with our client to provide services.

Upon identification of an overpayment made to a Provider, ABH KY will review and confirm the overpayment. A Recovery letter and a spreadsheet of the claims to be recouped, is sent to the provider.

Providers shall have the option to submit a full refund of the overpayment amount, or contact the Network Relations department concerning questions, or dispute the finding in a written letter.

The Provider's dispute letter will allow **thirty (30) calendar days** from the postmark date or electronic delivery date of the overpayment recovery letter. All disputes received timely will be reviewed within **thirty (30) calendar days** of receipt and recoupments will be placed on hold until the dispute is resolved.

Refunds may be made by check or by recoupment from future payments owed to the Provider. In the event the Provider does not refund the overpayment or file a written request for a payment plan within thirty (30) calendar days or file a written dispute within thirty (30) calendar days of receipt of the letter, the overpayment will be automatically offset against future claims payments beginning on calendar day thirty-one (31).